

# **Exhibit 1**



# Technical Service Bulletin

## 17 Engine oil consumption too high, 2.0L TFSI (EA888) Model Year 2009 - 2011

17 13 43 2027731/5 October 16, 2013. Supersedes Technical Service Bulletin Group 17 number 13-42 dated October 10, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2011	All	2.0L TFSI
A5	2010 - 2011		
A5 Cab	2010 - 2011		
Q5	2011		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Warranty</i> (Updated Labor Operations)
4	10/10/2013	Revised header data (Added customer code for Elsa display)
3	3/20/2012	Revised <i>Service</i> (Updated Figure 1)
2	11/11/2011	Revised header data
1	11/2/2011	Original publication

Based on customer complaint, follow the procedure below.

## Technical Background

In order to provide effective lubrication and cooling of internal engine components, all internal combustion engines consume a certain amount of engine oil. Oil consumption varies from engine to engine and may change significantly over the life of the engine. Typically, engines with specified break-in periods consume more oil during the break-in period, and the oil consumption will stabilize after the break-in period. Refer to the *Owner's Manual* for specific break-in procedures.

Under normal conditions, the rate of oil consumption depends on the quality and viscosity of the oil, the RPM at which the engine is operated, the ambient temperature and road conditions. Additional factors are the amount of oil dilution from water condensation or fuel residue and the oxidation level of the oil.

Under certain driving conditions, internal engine pressure conditions in the 2.0 TFSI engine can negatively influence the rate of oil consumption. This condition can occur while the vehicle is operated in metro driving conditions; for example: stop-and-go traffic with extended idle periods.



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## Production Solution

Crankcase pressure reduction starting with model year 2012.

## Service

1. Upon *customer complaint* of excessive engine oil consumption, proceed as follows:
  - Replace crankcase pressure regulating valve with part number **06H103495J**.
  - Replace front crankshaft seal with part number **06L103085B**. (Also requires front crankshaft bolt **WHT001760**).
  - Update the Engine Control Module software using SVM action code listed in the table below.
  - Follow all instructions TSB 2011732: *00 Software Version Management (SVM), operating instructions*.

Model	Engine	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Action Code
2009 – 2010 A4  2010 A5, A5 Cabriolet	CAEB	8K2907115N	0001	8K2907115AL	0001	01A037
		8K2907115M	0001			
		8K2907115D	0001 – 0002			
		8K2907115AA	0001 – 0003			
		8K2907115AA	0005 – 0006			
2011 A4	CAEB	8K2907115AD 8K2907115T	All	8K2907115AG 8K2907115AM	0002 0002	B801A012
2011 A5	CAEB	8K2907115AD	All	8K2907115AG	0002	B801A012
2011 A5 Cabriolet	CAEB	8K2907115AD 8K2907115T	All	8K2907115AG 8K2907115AM	0002	B801A012
2011 Audi Q5	CAEB	8R0907115H	All	8R0907115P	0002	B801A012



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## 2. Start oil consumption measurement, Part 1.

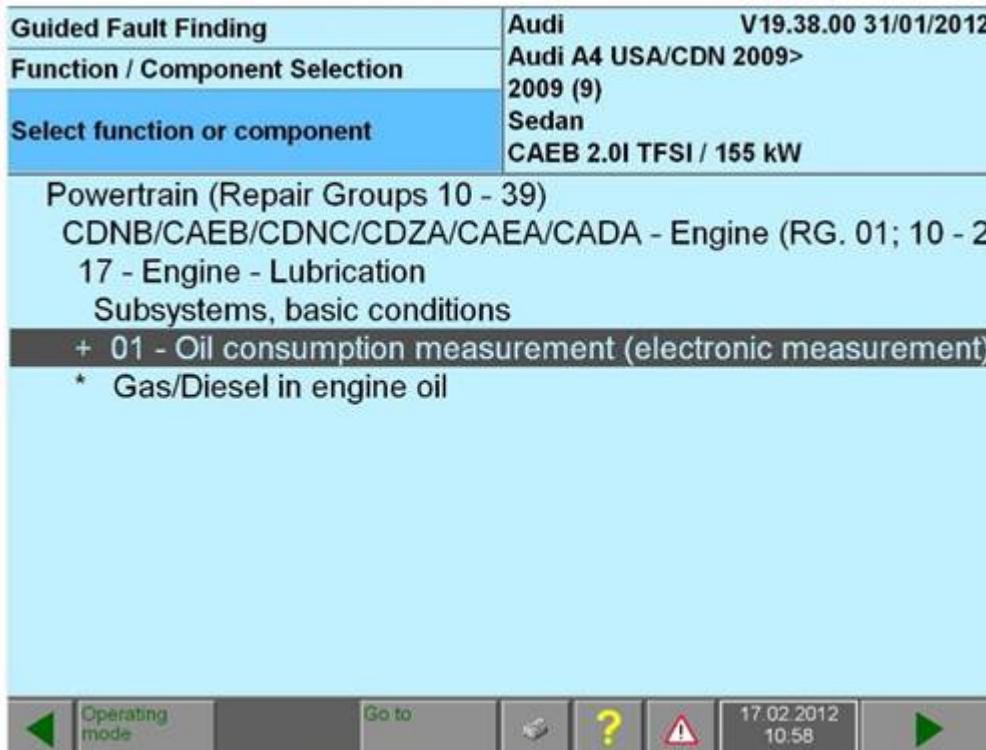


**Tip:** Ensure the VAS device is at software level (*Base 19 and Brand 19.34*) or higher



**Tip:** The electronic oil consumption measurement will only function on the 2.0 TFSI engine with engine code **CAEB**.

- **Park vehicle on a level surface, the GFF test plan will *not* continue if vehicle is tilt more than 0.5 degrees (*side to side or front to rear*).**
- From GFF, select *Function/Component Selection>>>Powertrain>>>CAEB –Engine>>>01-Oil consumption measurement (electronic measurement)*.



**Figure 1. 01 – Oil consumption measurement (electronic measurement).**

- Follow the GFF test plan, *Start oil consumption measurement* exactly and observe all notes and cautions.



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## Warranty

Only one oil consumption test will be reimbursed under Warranty within the next 25,000 miles (40,000 km).



### Note:

Oil measurement plan must be performed independently. Time for additional tasks performed via GFF should not be included in oil measurement time and is subject to removal.

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	1055		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Start oil consumption measurement, Part 1	1716 0199	Time on GFF diagnostic log (Max 60 TU)
	Pressure regulating valve remove + install	1726 1913	50 TU
	Crankshaft vibration damper remove + install	1375 1913	90 TU
	Crankshaft oil seal, pulley end remove + install	1374 1963	30 TU
	SVM software update	2470 2599	Time on GFF diagnostic log (Max 40 TU)
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000 No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2027731/5		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.



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## Required Parts and Tools

Required Parts	Part Number
Crankcase pressure regulating valve	06H103495J
Front crankshaft seal	06L103085B
Front crankshaft pulley bolt	WHT001760

Required Tool	Tool number
Dip stick tool	T40178
VAS Tester	Minimum software level: <i>Base 19, Brand 19.34</i>

## Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732 00 *Software Version Management (SVM), operating instructions.*

All parts and service references provided in this TSB (2027731) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.